



Embassy of India
Addis Ababa

Notice Inviting Tender

S.No	Description	Details
1.	Reference Number	ADD/Prop/586/01/2021
2.	Issuing Authority	Head of Chancery, Embassy of India, Addis Ababa
3.	Notice inviting tender	Hiring of Cleaning Agency for cleaning the entire Embassy complex, including common areas for residential block
4.	Site Address	House No.224, Arada Sub city, Woreda 07, Kebele 15, Kebena Aware (near Bel Air hotel), Addis Ababa
5.	Specification / Scope of work and Penalty for deficiencies	May be seen on Embassy's Website or requested by email: admn.addisababa@mea.gov.in
6.	Requirement of service	The job to be done on daily basis of Cleaning the Indian Embassy in Addis Ababa as per the above details and address. The service will be provided for a maximum period of two years, with no mid-term cost escalation.
7.	Address for submission of quotations	The quotation should be sealed and super scribed with reference number indicated in column I above and delivered to: Head of Chancery, Embassy of India, House No.224, Arada Sub city, Woreda 07, Kebele 15, Kebena Aware (near Bel Air hotel), Addis Ababa Tel: 00251-11-6362034/6362010/6362600, Direct: 0118994207; Website : https://eoiaddisababa.gov.in/
8.	Pre-qualifications	Bid is open only to those firms who are registered and domiciled in Addis Ababa and can undertake the work as specified at Sl. Nos. 5 & 6, with at least 3 years of experience of performing similar types of work.
9.	Conditions	(i) The Tender would be subject to availability of requirement for this purpose. (ii) The tender issuing Authority reserves the right to withdraw/cancel the Tender for any reason whatsoever after publication/award of contract. (iii) The vendors/suppliers will have to certify in their offers that the work will be undertaken in a professional manner using good quality material and to the satisfaction of the Embassy. (iv) No advance or down payment for this work. Bill would be settled on monthly basis and after satisfactory completion of job within one month of receipt of the bills.

10.	Bidding system	<p>Bids should be submitted in two separate and sealed envelopes :</p> <p>Envelope I: Technical Bid Documents Envelope II: Financial Bid Documents</p> <p>The requisite format is enclosed in Tender Document and may be downloaded from Embassy's website www.eoiaddisababa.gov.in</p> <p>All envelopes should be sealed and super scribed as "Technical Bid Document for Hiring of Cleaning Agency" or " Financial Bid Document for Hiring of Cleaning Agency" as the case may be and should be forwarded in an outer cover envelope as mentioned in column 7 above.</p>
11.	Clarification	<p>For any clarification, please email to admn.addisababa@mea.gov.in or contact on mobile no. +251 900080815</p>
12.	Closing date	16 th April 2025

Sd/-
(Ravi Shankar)
Head of Chancery

Subject: Hiring of Cleaning Agency

Tender Document

1. Process of submission of bids

(i) Two bid system – Bids should be submitted in two separate and sealed envelopes as per details given below:-

(a) **Envelope I - Technical Bid documents** as per Annexure A of this document; and

(b) **Envelope II - Financial Bid documents** as per Annexure B of this document

All two envelopes should be sealed and super scribed as “Technical Bid document for Hiring of Cleaning Agency” or “Financial Bid document for Hiring of Cleaning Agency” as the case may be.

All the envelopes, including outer cover must contain the name and address of the bidder. Outer cover must also contain the email address and mobile number of the bidder.

(ii) Both bids (Technical and Financial) should be sealed and kept in an outer cover (preferably official envelope of the supplier), super scribed with the subject “Tender for Hiring of Cleaning Agency” and should be delivered to the following address latest by **17th April, 2025 1730 hrs:**

**Head of Chancery
Embassy of India
House No.224, Arada Sub City
Woreda 07, Kebele13/14,
Kebena Aware, Addis Ababa**

(iii) Each page of the tender documents must be signed/sealed by owner of the company or his authorized signatory.

(iv) The sealed bid must be sent by post or delivered by hand. Bids sent over fax/e-mail shall not be entertained. Bids received after the last date of submission will be rejected.

(v) Pre-bid meeting will be held **at 1000 hrs (Ethiopian time) on 07th April, 2025**. All prospective bidders may have a site visit and raise their queries in the pre-bid meeting.

(vi) Technical bids will be opened **at 1000 hrs (Ethiopian time) on 18th April, 2025**. The representative of bidders should be present at the time of opening of technical bids; However, the Embassy reserves the rights to extend the date of opening of financial bids. In such case, the new opening date will be communicated to all bidders through e-mail mentioned on the outer cover of the bid.

(vii) The financial bids of the bidders who do not qualify the Technical Bid stage will be returned unopened.

(viii) The technical bid must **not repeat not** contain the amount quoted by bidder. In case, the amount is disclosed in technical bid, the bid will be outrightly rejected.

(ix) The financial bids of the successful bidders, who qualify the technical Bid stage, will be opened on same date i.e., **18th April, 2025** after evaluation of technical bids. However, the Embassy reserves the rights to postpone the opening of bids in case. In such case, the new opening date will be communicated to all bidders on a later stage.

(x) The Embassy of India reserves the right to extend the deadline of last date of submission of tenders and such extension will be binding on all prospective bidders.

(xi) The tender may be disqualified for any reason including, but not limited to the following:

(a) If the tenderer sets forth any conditions which are unacceptable to the Embassy of India.

(b) If any tender is submitted under a name other than the name of the individual firm, partnership or corporation that has issued the Tender Document.

(c) If there is evidence of collusion between Tenderers.

(d) If the Tenderer sets forth any offer to conditionally, discount, reduce or modify his/her tender.

(e) If Tender price is disclosed before opening of Financial Tender.

2. **Critical Dates**

Tender Publishing date	27 March 2025
Pre-Bid Meeting date	07 April, 2025 at 1000 hrs
Bid submission last date	17 April, 2025 1730 hrs
Technical Bids opening date	18 April, 2025 1000 hrs
Financial Bids opening date	18 April, 2025 1200 hrs

3. **Bid validity Period:-** The bid must be valid for a period of 180 days.

4. **Scope of Work**

4.1 **Nature of Services**

- To ensure clean ambience of the premises which includes main chancery block, consular block, heritage building, Multipurpose Hall and residential blocks
- Staffing as per contract to ensure optimum service as per scope of work.
- Preparation and submission of various checklists/Inspection reports as scheduled in the approved formats.
- Activity reports regarding works handled.
- Uniforms & Identity cards.
- All statutory obligations such as Social Security, Health Insurance, Minimum Wages, etc.
- Provide necessary and adequate equipment, implements, other cleaning materials and consumables to ensure optimum service as per scope of work.
- Adequate training of staff especially any specific requirements for this building (eg. the swimming pool, façade cleaning, roof/pillars cleaning).

4.2 **Specification of Work**

Sweeping/mopping/dusting/vacuum cleaning of common areas, balconies, office rooms, toilets, lobbies, staircases, lifts, window panes, office furniture/equipment, terrace, ground floor, entrance and exit areas, drive ways, parking areas and any other place within the premises as directed by the competent authorities from time to time including removal of waste material and discarded furniture. The cleaners should be provided with proper Working Uniforms to be worn during the entire working time.

a) Housekeeping

- Office Rooms to be cleaned and dusting of furniture to be done daily in the morning. Daily removal of garbage/waste paper/packing material. Cleaning should be done in weekends/holidays too, if required.
- Deep cleaning including vacuum cleaning of rooms twice a week and shampooing of carpets where required
- Lobbies/Reception area/Consular area to be cleaned twice a day.
- Corridors to be mopped twice a day.

- Toilets to be cleaned once in the morning and once in the afternoon. Toilets used by visitors for consular services are to be cleaned every two hours.
- Balconies attached to rooms to be cleaned twice a week.
- Cleaning/clearing of Staircases and removal of discarded furniture; shifting of furniture in rooms whenever required.
- Glass panes of rooms and staircases to be cleaned twice a week.
- Brass polishing of sign boards/brass planters and railing of staircase to be done as and when required.
- Scrubbing of floor once a week (Saturday) with scrubbing machine.
- Washing of parking area twice a month
- Cleaning of water coolers and pantries in each floor twice a week
- Toilets/washrooms should be equipped with automatic air-freshners.
- Cleaning of vertical blinds.
- Garbage Collection: Garbage will be collected from each room at least twice a day. The collected garbage should be periodically disposed off in accordance with the relevant regulations of local authorities. No garbage shall be allowed to be accumulated in the complex. Elevators will not be locked off or held on any floor to remove trash or equipment, only stair cases will be used. The waste collected shall be segregated and collected in different colored bags for organic & inorganic waste and disposed of at authorised disposal points. No burning of waste material shall be permitted in the premises. Garbage trolley should be provided by the bidder.

(b) Pest Control & fumigation: Pest control of the premises for eradicating mosquitoes, cockroaches, rats and other pests should be done every fortnight. Fumigation should be done on weekly basis for entire building. Special treatment should be done to ensure rodent and pest free rooms

(c) Drainage & Water System: Cleaning of drainage system should be done on regular basis

5. Supervision

(i) The Contractor shall depute a full time Manager/Supervisor, who shall ensure that all the duties as assigned to the firm by the Client must be performed by them in the desired manner of Client, failing which it shall invite penalties as prescribed in the following paragraphs.

(ii) The Contractor's Supervisor shall be the first line of contact for Client, who shall report to the designated officers of Client for all requirements

6. General Instructions/Penalties:

1. The initial sweeping and mopping of all the areas shall be completed by **10.00** a.m. on all working days, failing which a monetary penalty of Birr 2000/- per day shall be recovered from the contractor's bill in respect of each floor. The corridors/staircases will be mopped at least twice a day i.e. by 9.00 AM and 3.30PM.

2. A penalty @ Birr 1000/- per day shall be levied in case toilets are not cleaned as mentioned in para 4.2.

3. As far as possible, the contractor shall not frequently change the personnel deployed on cleanliness etc. A penalty @ Birr 1000/- on each occasion for each person shall be recovered from the contractor's bill, if any worker is found missing/absent from any toilet/corridor as aforesaid. An attendance sheet will be signed by worker and supervisor in the morning & evening daily.

4. The contractor has to arrange attendance register for his staff, which will also be checked and signed by an officer designated by this Embassy. Attested copy of this shall be submitted along with monthly bill.

5. The contractor shall arrange heavy duty scrubbing drier machines with moppers for scrubbing floors on Saturdays, Sundays and holidays and if necessary on working days after office hours, without disturbing official work.

6. The contractor shall provide sufficient number of pick bins of good quality on each floor and each toilet. Pick bins will be maintained properly and cleaned by the contractor at regular intervals. The contractor shall provide and arrange to put the approved biodegradable polythene bags, at regular intervals, inside the dustbins at various locations in the corridors at all the floors.

7. It will be ensured that appropriate type of cleaning materials suited for the cleaning of tiles, floors and stone surfaces and PVC/Linoleum surfaces etc. are used. Any damage caused to the property of this building/floor of this Embassy due to unsuitable/harmful cleaning materials or due to the negligence on the part of the workers of the service provider firm will be liable to be compensated by the service provider firm.

8. The contractor shall be responsible for the conduct/integrity of persons deputed for cleaning works in the building and will also be responsible for any act of omissions or commissions on their part. He will vouch for their character and integrity.

9. The contractor shall supply fresh sets of uniforms/badges, identity cards, shoes and face masks to all personnel who shall wear the same while on work and also keep their uniform neat and clean. If any employee is found without uniform a penalty @ Birr 1000/- per person per day shall be recovered from contractor's bill.

10. All the essential machinery required for cleaning the building are to be arranged by the firm. An illustrative list of such machinery and equipment is given at **Annexure D**.

11. The list of the consumable materials (of standard quality only) to be used by the agency on daily basis is also given at **Annexure E**. It may be mentioned that the list is illustrative and not exhaustive.

TECHNICAL BID PROFORMA

**TENDER FOR OUTSOURCING OF CLEANING AGENCY AT
EMBASSY OF INDIA, ADDIS ABABA**

1. Name & Address of the firm/company/agency:

2. Date of Commencement of operations:

3. Contact details (Telephone/Mobile/Fax/E-mail):

4. Number of manpowers to be deployed:

5. Documents to be attached:

S. No.	Document	Attached (Yes / No)	Remarks (if any)
1.	Registration Certificate of the firm/company		
2.	A certificate of work experience in the field for a minimum period of three years		
3.	Certificate copy of Annual returns of the last three years (2022,2023 & 2024)		
4.	Proof towards deposit of Income Tax during the last three years (2022,2023 & 2024)		
5.	List of other clients the company is serving in terms of supply of cleaners.		
6.	Annexure C		
7.	Annexure D		
8.	Annexure E		

Signature and Seal of the company

FINANCIAL BID PROFORMA**TENDER FOR OUTSOURCING OF CLEANING AGENCY AT
EMBASSY OF INDIA, ADDIS ABABA**

1. Name & Address of the firm/company/agency:

2. Date of Commencement of operations:

3. Contact details (Telephone/Mobile/Fax/E-mail):

S. No.	Document	Charges	Remarks (in any)
1.	Manpower Monthly Service Fee (excl. VAT)		
2.	Cleaning materials/equipment monthly cost (excl. VAT)		
	VAT Amount		
	Grand Total		
	Amount in words		

Note: Price quoted should be on an all-inclusive basis. Take Home Salary of the cleaners must not be less than the minimum salary of employees as defined by Ethiopian government plus anticipated 7% annual inflation. This provision is made to coverup the cost of living.

Signature and Seal of the company

(on the letterhead of the bidding company)

(To be submitted with the Technical Bids only)

**The Head of Chancery
Embassy of India
Addis Ababa**

UNDERTAKING

I,....., of M/s....., having registered office at....., do hereby undertake that my company, M/s will not withdraw or modify its bids from Tender No. ADD/Prop/586/01/2021 dated 27.03.2025 for Outsourcing of Cleaning Agency at Embassy of India, Addis Ababa

I, further undertake to have understood that if my company M/s..... withdraws or modifies its bids or if it fails to sign the contract or fails to submit a performance security before the stipulated deadline if the work is awarded to it, M/s.....will be suspended for a specified time period from being eligible to submit bids for contracts with Embassy of India, Addis Ababa

Signature of the authorized signatory and seal of the company

Place:

Date:

ANNEXURE D

(To be submitted with the Technical Bids only)

Suggested Minimum Deployment and Equipment

S.No	Particulars	Numbers
1	Manage/ Supervisor	01
2	Cleaners	07 (Minimum 03 females)

Housekeeping Machinery/Equipment

S. No.	Particular	Numbers
1	Wet & Dry Vaccum Cleaners	
2	Twin Bucket mopping systems for common areas	
3	Signage Boards 'cleaning in progress/wet floor'	
4	Glass Cleaning Equipment	
5	Aluminum Ladders (self supporting)	

ANNEXURE E

(To be submitted with the Technical Bids only)

Minimum Cleaning Items requirements

Sl. No.	Particulars	Numbers
1.	Dettol Liquid soap in toilets/wash rooms	
2.	Napthalene Balls	
3.	Phenyl Liquid or similar items	
4.	Toilet Cleaner	
5.	Glass Cleaning Agent	
6.	Tissue Papers for C-fold dispensers	
7.	Air Freshners	
8.	Air Perfume	
9.	Toilet Paper Rolls	
10.	Duster	
11.	Disposable Bags for garbage Collection	
12.	Broom (long & short)	
13.	Toilet Brush	
14.	Liquid Soap for toilets	
15.	Urinal Cubes (odonil)	
16.	Cleaning Powder	
17.	Wiper	
18.	Platform Brushes	
19.	Buckets	
20.	Duster Soft/Yellow	
21.	Duster Yellow	
22.	Mosquito repellents	
23.	Colin	